

# Welcome!

While we wait for others to log on, please chat in:

- Your name
- Your role
- The organization you represent





# Beyond HRO: Human-Centered Resilience Engineering as a Future-Ready Framework for Patient Safety

## *Informational Call*

Elena Origlio Bowles, Senior Program Manager, IHI  
Katherine Rowbotham, Director Accreditation, IHI

November 11, 2025

# IHI Program Team

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**Elena Origlio Bowles**  
Senior Program Manager, PMP  
Institute for Healthcare Improvement



**Katherine Rowbotham**  
Director, Accreditation  
Institute for Healthcare Improvement

# Agenda

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**Here's how we will  
spend our time  
together.**



**IHI Overview**



**Program at a Glance**



**What to Expect**



**Questions?**



# IHI Mission

To improve health  
and health care  
worldwide

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# IHI Vision

Everyone has  
the best care and  
health possible





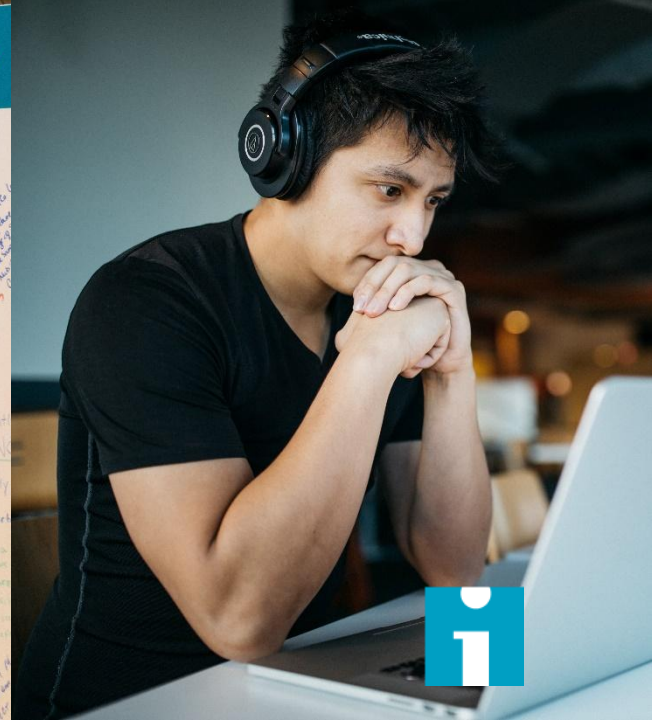
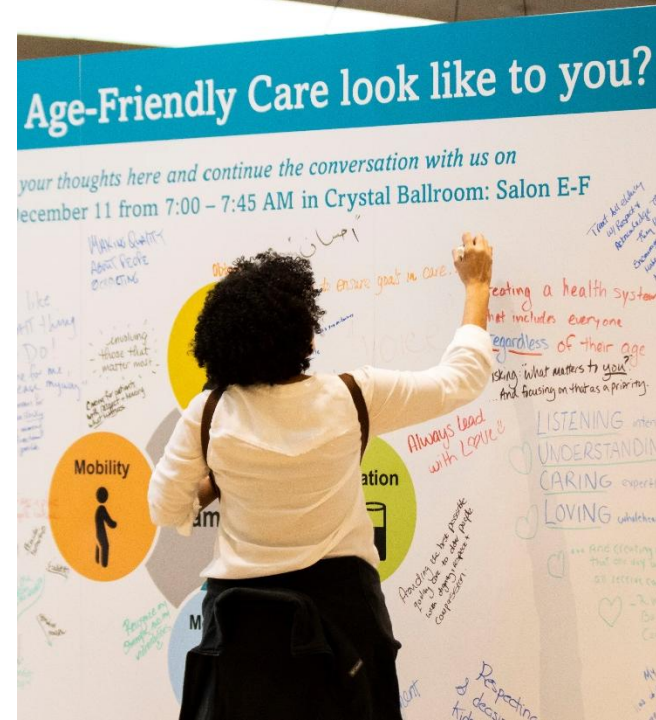
# Since 1991

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In large systems and small villages, we have taken improvement methods originally used in the manufacturing industry and applied them to improving all aspects of health and health care.

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We build improvement capability by providing people with methods and tools to make care better.



# Let's Hear from You

What drew you to this call?

What would make a course like this most valuable to you?



# Program Overview



Start Your Journey

**Open School Subscription**  
Online course subscription options include Full Access Pass, Patient Safety Bundle, Quality Improvement Bundle and GME Bundle.

**Patient Safety and Quality Improvement: Foundations for Early Career Professionals**  
Build confidence and skills to launch your career improving safety and quality in health care.

**Moving Quality Improvement from Theory to Action**  
Develop hands-on skills with QI tools to drive meaningful, measurable improvements

**Patient & Workforce Safety Path**

**Quality Improvement Path**

Advance Your Skills

**Leading Patient Safety: Essentials for Managers**  
Coach your teams to deliver safer care and create systems that consistently perform at a higher level.

**Human Factors in Action**  
Apply human factors to create safer, smarter healthcare by design.

**Redesigning Event Review with Root Cause Analyses and Actions (RCA<sup>2</sup>)**  
Turn adverse events into lasting improvements using proven root cause analysis methods.

**Preventing & Mitigating Workplace Violence in Healthcare**  
Reduce harm by addressing workplace violence with proactive prevention and response practices.

**Certification Programs**

**Leading Quality Improvement: Essentials for Managers**  
Equip managers to lead QI work that engages staff and improves results across the organization.

**Creating and Analyzing Control Charts**  
Use control charts to analyze variation, spot trends, and strengthen your improvement work..

**Certification Programs**

**Better Quality Through Better Measurement**  
Harness the power of data to detect risks, guide improvements, and strengthen performance..

**Improvement Coach**  
Develop coaching skills that inspire teams to own outcomes, drive change, and achieve lasting improvements.

Elevate Your Leadership

**Beyond HRO**  
Shape patient safety with a modern approach grounded in Resilience Engineering and Human Factors.

**You are HERE.**

**Learn, Connect and Grow with IHI Education**

Pick Your Path to Meaningful Impact

**Chief Quality Officer**  
Gain the foundational skills and frameworks to excel as a Chief Quality Officer while building your leadership network

**Improvement Advisor**  
Develop advanced improvement skills through a year of virtual learning, coaching, and real-world project work.

# In this program, you will learn how to:



# Program Agenda

Session	Date	Session Topic
Session 1	February 25, 2026 10:00 AM – 1:00 PM EDT	The Need for Safety Transformation and Why We Need to Look Beyond HRO
Session 2	March 11, 2026 11:00am – 12:00pm ET	Understanding Complexity: From Control to Capacity
Session 3	March 25, 2026 11:00am – 12:00pm ET	Resiliency and Monitoring
Session 4	April 7, 2026 11:00am – 12:00pm ET	Resiliency and Learning: Part One
Session 5	April 22, 2026 11:00am – 12:00pm ET	Resiliency and Learning: Part Two
Session 6	May 6, 2026 11:00am – 12:00pm ET	Resiliency and Anticipating
Session 7	May 20, 2026 11:00am – 12:00pm ET	Resiliency and Responding
Session 8	June 10, 2026 11:00am – 12:00pm ET	Organizational Dynamics Leading to Change



# Office Hours

Session	Date
1	March 13, 2026 11:00 AM – 12:00 PM ET
2	March 27, 2026 11:00 AM – 12:00 PM ET
3	April 10, 2026 11:00 AM – 12:00 PM ET
4	April 24, 2026 11:00 AM – 12:00 PM ET
5	May 8, 2026 11:00 AM – 12:00 PM ET
6	May 27, 2026 11:00 AM – 12:00 PM ET





# Core Faculty

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**Oren Guttman, MD, MBA**  
Enterprise Vice President  
for Patient Safety & High  
Reliability  
Jefferson Health



**Leah Konwinski, MS, CPE**  
Embedded Human Factors  
Engineer and the Director  
of Human Factors and  
Innovation  
Corewell Health



**Jeremy Schwartz, MSN,  
RN, CNL**  
Director of Nursing  
Quality, Practice &  
Performance Excellence



# What is unique about this program?

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How will this program help you succeed in your current or future role?



**Oren Guttman, MD, MBA**  
Enterprise Vice President  
for Patient Safety & High  
Reliability  
Jefferson Health



# A Nursing Perspective

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**Staff Morale**

**Safety Culture**

**Ability to Prevent Harm**



**Jeremy Schwartz, MSN,  
RN, CNL**

Director of Nursing  
Quality, Practice &  
Performance Excellence



# Who Should Attend

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Consider registering for this program if you are a(n):

- Alumni of IHI's Patient Safety Executive Development Program
- Safety leaders with experience in patient safety, quality, or clinical risk program
- Nurse managers, directors, chiefs of service, and clinical operations leaders
- Professionals from across disciplines, including those without formal safety training, who carry responsibility for patient safety and are open to new perspective





# Continuing Education

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JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

**This course is approved to provide 12 credits for physicians, nurses, Certified Professional in Patient Safety (CPPS) recertification, and Certified Professional in Human Factors in Health Care (CPHFH) recertification.**



# Expectations

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Attendance



Active Participation



Asynchronous Assignments

**Any Questions?**



# What's Next?

[Register](#)

[Group Discount](#) and [Scholarships](#)

**Have additional questions?**

[info@ihi.org](mailto:info@ihi.org)

**Want to learn about other IHI programs?**

Please visit

<https://www.ihi.org/learn/courses>





# Feedback

At IHI, **continuous improvement** is what we do.

Your feedback helps us learn, adapt, and make future sessions even more valuable.

We'd love to hear from you!

## IHI's Beyond HRO Informational Call

